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TO: Pharmacy and Medical Providers

RE: Prior Approval/Refill Too Soon Hotline Conversion – **Important Information**

On **Friday, October 7, 2005**, the Prior Approval and Refill Too Soon hotline (1-800-252-8942) will experience some amount of downtime due to conversion from the current telephone system to an upgraded system.

Due to the conversion, it may be easier to submit prior approval or refill-too-soon requests on Friday via the department's Automated Voice Response System (1-800-842-1461) or via fax at 217-524-7264 and 217-524-0404.

The Request for Drug Prior Approval form (HFS 3082) and the Refill Too Soon Prior Approval Worksheet (HFS 3082A) can be printed from the following link:

<http://www.hfs.illinois.gov/pharmacy/prior.html>